



Er. Navdeepak Sandhu  
Placement Officer

ਪੰਜਾਬ ਟੈਕਨੀਕਲ ਯੂਨੀਵਰਸਿਟੀ ਜਲੰਧਰ

**PTU** PUNJAB  
TECHNICAL  
UNIVERSITY

Ref. No. PTU/CD/PO/093

Date Dec 30, 2014

**Joint Campus Placement Drive**

Punjab Technical University invites all the Universities and Institutes of Punjab to participate in Joint Campus Placement Drive of Tata Consultancy Services (TCS).

**Details are as following:**

<b>Company Name</b>	:	Tata Consultancy Services ( <a href="http://www.tcs.com">www.tcs.com</a> )
<b>Selection Process</b>	:	Online Aptitude Test & Personal Interview
<b>Job Location</b>	:	Delhi and PAN India
<b>Designation</b>	:	Graduate Trainee
<b>Salary Package</b>	:	1.86 Lacs Per Annum
<b>Eligibility Criteria</b>	:	Batch 2013*, 2014* and 2015** *50% through out with no standing backlogs **Only 2 standing backlogs are allowed for 2015

**Eligible Course/Stream:** Bachelor of Computer Application / Bachelor of Architecture / Bachelor of Computer Science/ Bachelor of Science (IT) / Bachelor of Information Science/ Bachelor of Science (Engineering) / Bachelor of Science (Technology) / Bachelor of Information Technology / B.Sc (Physics, Mathematics, Electronics, Statistics, Computer Science).

*Class XII should be science or commerce/Arts with Mathematics/ Statistics as subjects. Maths / Statistics should be a separate subject mentioned on the candidates mark sheet.*

**For more information TCS Brochure is attached.**

*"Propelling Punjab to a prosperous Knowledge Society"*

Punjab Technical University Jalandhar

Jalandhar-Kapurthala Highway, Near Science City, Kapurthala-144601. Ph. 01822-662580 Fax : 01822-662573

E-mail : [navdeepaksandhu@ptu.ac.in](mailto:navdeepaksandhu@ptu.ac.in), [navdeepak.ptu@gmail.com](mailto:navdeepak.ptu@gmail.com)



Er. Navdeepak Sandhu  
Placement Officer

ਪੰਜਾਬ ਟੈਕਨੀਕਲ ਯੂਨੀਵਰਸਿਟੀ ਜਲੰਧਰ  
**PTU** PUNJAB  
TECHNICAL  
UNIVERSITY

Ref. No. PTU/CD/PO/093

Date Dec 30, 2014

**Note: B.Tech /BE students are not eligible for the recruitment drive. Also the students who appeared in TCS drive on Nov 10, 2014 organised by PTU at CT Group of Institutions are not eligible.**

**Steps of Registration (Compulsory)**

1. Visit [www.careers.tcs.com](http://www.careers.tcs.com)
2. Click on Entry Level Freshers
3. You will reach to [www.nextstep.tcs.com](http://www.nextstep.tcs.com)
4. Then as a New Candidate Register on the **Register Here**
5. Then on the new page click on Off Campus Applicants
6. Fill all the details in the form and generate an ID that starts with DT..... And password that you will get on your email id.
7. After this follow the instructions of your email id and fill your all details accordingly.

Last date of registration is Jan 26, 2015 before 2359 hrs.

It is mandatory for all the students to forward their DT Refrence number generated, Name, College Name, Course/Stream and Contact Number after registration through email at [tcs.ptu@gmail.com](mailto:tcs.ptu@gmail.com).

Venue, date & time of the event shall be informed later on.

For any queries students may contact at 09478098147 & 09478098076.

  
Placement Officer

*"Propelling Punjab to a prosperous Knowledge Society"*

Punjab Technical University Jalandhar

Jalandhar-Kapurthala Highway, Near Science City, Kapurthala-144601. Ph. 01822-662580 Fax : 01822-662573

E-mail : [navdeepaksandhu@ptu.ac.in](mailto:navdeepaksandhu@ptu.ac.in), [navdeepak.ptu@gmail.com](mailto:navdeepak.ptu@gmail.com)

We are the leader in the global marketplace and among the top 10 technology firms in the world. Our continued rapid growth is a testament to the certainty our clients experience every day. Building on more than 40 years of experience, we add real value to global organizations through domain expertise plus solutions with proven success in the field and world-class service. It's how we keep you moving forward.

We are looking for Science Graduates for role of Help Desk Engineer in IT Infrastructure Service (IT IS) business unit.

**WHAT IS IT IS:**

IT Infrastructure Services is the key to any organization to keep the computers up and running 24 hours a day and 365 days a year which enables the delivery of good business results all over the world. The services cover Data Centers which house Servers, Storage, Databases, Security, Networks, and so on. With emerging technologies such as cloud computing and an on-demand IT environment, IT Infrastructure services has shown phenomenal progress and growth in the last two decades.

If your focus is customer service, have a passion to know the business and be the interface between company's customers, employees and business partners, then you are the person we are looking for.

**To know more about IT IS group and career in IT IS, log on to <https://Nextstep.tcs.com> with a valid DT reference id, click on Campus Commune tab and click on the banner "TCS is hiring science graduates". To create a DT reference id please follow instructions in section REGISTRATION PROCESS.**

**A BRIEF ON THE ROLE**

Helpdesk Engineer is a single point of contact between Users and IT Service Management. Tasks include handling incidents and requests, and providing an interface for other IT IL processes. The primary functions of the Service Desk are incident control, life cycle management of all service requests, and communicating with the customer.

Another definition of Service Desk is a center that provides a Single Point of Contact (SPOC) between a company's customers, employees and business partners. The Service Desk is designed to optimize services on behalf of the business and oversee IT functions. Thus, a Service Desk does more than making sure IT services are being delivered at that moment, it manages the various lifecycles of software packages used to provide critical information flow by utilizing ITIL best practices.

### **CAREER IN SERVICE DESK**

Service Desk is one of the most versatile places to make one's career.

There are 2 ways of looking at making a career from Service Desk, either stay within Service Desk space and move up the hierarchy becoming a Subject Matter Expert, Service Desk Lead, SD Manager & probably a Practice head for the Service desk tower.

The other way to make your career would be to gain experience in Service Desk space and move into either a more technical bent, then you are most likely to head towards infrastructure, network administration, database manager roles and the likes as your experience in Service Desk provides an insight into all of the above aspects being the single point of contact for all technical queries.

Service desk is a great platform for learning different aspects of IT support and providing necessary levels of support in a timely manner. Since IT is a 24x7 requirement, Service Desk in most occasions will be a 24x7 support and individuals would be on rotational shifts and not permanent night shifts. There are Service desks that work only business hours as well and may not necessarily have night shifts depending on the geography supported.

### **ELIGIBILITY CRITERIA:**

- **2013, 2014 and 2015** batch of B.Sc.(Physics ,Mathematics, Electronic, Statistics, Computer Science, Computer Application, Information Technology) /BCA / BCS
- Minimum aggregate marks of **50%** or above(all subjects, all semesters) in Graduation, Class XII and Class X
- All academic courses should be full time
- Class XII should be in Science or Commerce with Mathematics / Statistics subjects
- Maximum upto 24 months break in education is permissible only for valid reasons
- Maximum upto two pending backlogs are permissible for batch of 2015 at the time of appearing for TCS selection process.
- All courses should be cleared within the normal stipulated course duration and there should not be any extended education.

### **REGISTRATION PROCESS:**

To register please log on to <http://www.careers.tcs.com/> > Entry Level Fresher> Click Here> Next Step (New Candidate-Register Here) > Off Campus Applicants

Applicants who have already registered in NextStep portal may log on with a valid DT reference number to update their profile: <https://nextstep.tcs.com> > Off Campus Applicants

**SELECTION PROCESS**

- If you meet all our eligibility criteria, you will receive an email on the id registered on Nextstep portal informing about the Test Date / Venue / Time.
- Selection process will involve an online aptitude test. You can take the practice test by clicking on OpenseeSame banner on Nextstep portal. (<https://nextstep.tcs.com>)
- Candidate clearing the test will be called for interviews.
- Selected candidates will get an offer letter on Nextstep portal.